

# Aspen

Information on Aspen (formerly known as X2), our Student Information System (SIS) run by Follett.

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# How to Reset Your Aspen Password

If you've been locked out of your **Aspen** account, or have forgotten your password, you can reset your password yourself.

Go to: [ma-newburyport.myfollett.com](https://ma-newburyport.myfollett.com)

After clicking the link above, you will be brought to the Aspen login page for Newburyport.

Beneath the 'Password' field, click on '**I forgot my password**'.

 AspenPasswordSelfReset-1.png

Aspen will prompt you to enter your **Login ID** and **Primary email** address. After you do so, click '**Continue**'.

 AspenPasswordSelfReset-3.png

Next, your **security question** will appear. Enter the answer to your security question, and then click '**Submit**'.

If you don't remember the answer to your security question, or don't know your primary email address, you will need to contact the technology office and have us reset your Aspen password manually. If this is the case, please submit a ticket through our helpdesk:

[support.newburyport.k12.ma.us](https://support.newburyport.k12.ma.us)

If you are a parent or guardian, you can submit a ticket by emailing:

[aspen@newburyport.k12.ma.us](mailto:aspen@newburyport.k12.ma.us)

 AspenPasswordSelfReset-5.png

If you enter everything correctly, you will see the message, "**An email containing your temporary password has been sent**".

 AspenPasswordSelfReset-6.png

Go to your inbox for the **primary email** you entered. The email from Aspen will have the subject line, "**Reset Aspen Password**".

Aspen Password Self Reset-7-2.png

Open the email to see your **temporary password**. It will be a random string of mixed-case letters and numbers (e.g. DOFF222iaaf). The temporary password is *case sensitive*, so I'd suggest copying and pasting it from the body of the email.

Aspen Password Self Reset-8.png

Go back to the **Aspen login page for Newburyport**.

Enter your username in the **Login ID** field, and the **temporary password** you were just sent in the **Password** field. Click '**Log On**' to continue.

Aspen Password Self Reset-9.png

You will see a message that states, "**Your password has expired. Please create a new one**". Click '**OK**' to continue.

Aspen Password Self Reset-10.png

Enter your **temporary password** in the '**Current (or Temporary) Password**' field. Next, create a new password and enter it into both the '**New Password**' and '**Confirm New Password**' fields.

Your new password must meet **all** of the **Password Requirements** listed at the top.

Minimum length is 6.

At least one number.

At least one capital and lowercase letter.

Can't contain 'password', login name, first name, middle name, last name, date of birth, personal id, or only sequential letters or numbers.

Click '**OK**'.

Aspen Password Self Reset-11.png

**If you entered everything correctly, it will log you into Aspen and you will be all set!**

If you see an error message, please make sure you are entering the temporary password correctly, and that your new password meets **all** of the password requirements.

# How to Create a New Aspen Password

If you're locked out of your **Aspen** account, or have forgotten your password, please follow the instructions on the "[How to Reset Your Aspen Password](#)" wiki page. If you don't remember the answer to your security question, you will need to have the technology office reset your Aspen password manually. Please submit a ticket requesting an Aspen password reset through our helpdesk: [support.newburyport.k12.ma.us](mailto:support.newburyport.k12.ma.us)

If you are a parent or guardian, you can submit a ticket by emailing:  
[aspen@newburyport.k12.ma.us](mailto:aspen@newburyport.k12.ma.us)

If you submit a ticket requesting access to your **Aspen** account, a member of the technology office will respond with both your **username** and a **temporary password**.

Go to: [ma-newburyport.myfollett.com](https://ma-newburyport.myfollett.com)

Enter your **username** in the **Login ID** field, and the **temporary password** you were sent in the **Password** field. Click '**Log On**' to continue.

AspenPasswordSelfReset.9.png

You will see a message that states, "**Your password has expired. Please create a new one**". Click '**OK**' to continue.

AspenPasswordSelfReset.10.png

Enter the **temporary password** you were sent in the '**Current (or Temporary) Password**' field. Next, create a new password and enter it into both the '**New Password**' and '**Confirm New Password**' fields.

Your new password must meet **all** of the **Password Requirements** listed at the top.

Minimum length is 6.

At least one number.

At least one capital and lowercase letter.

Can't contain 'password', login name, first name, middle name, last name, date of birth, personal id, or only sequential letters or numbers.

Click '**OK**'.

AspenPasswordSelfReset-11.png

**If you entered everything correctly, it will log you into Aspen. Please remember what you chose as your new password.**

If you see an error message, please make sure you are entering the temporary password correctly, and that your new password meets **all** of the password requirements.

# How to clear your browser cache and cookies for Aspen

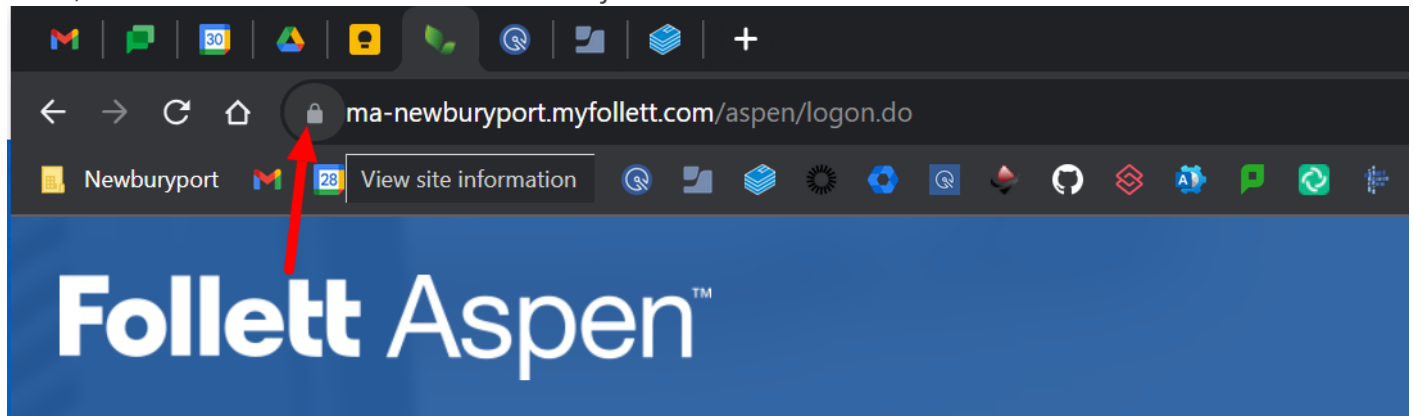
If you are getting an error when trying to access Aspen (such as a 500 error), clearing your cache and cookies may fix the issue.

## Clearing the cache and cookies in Google Chrome

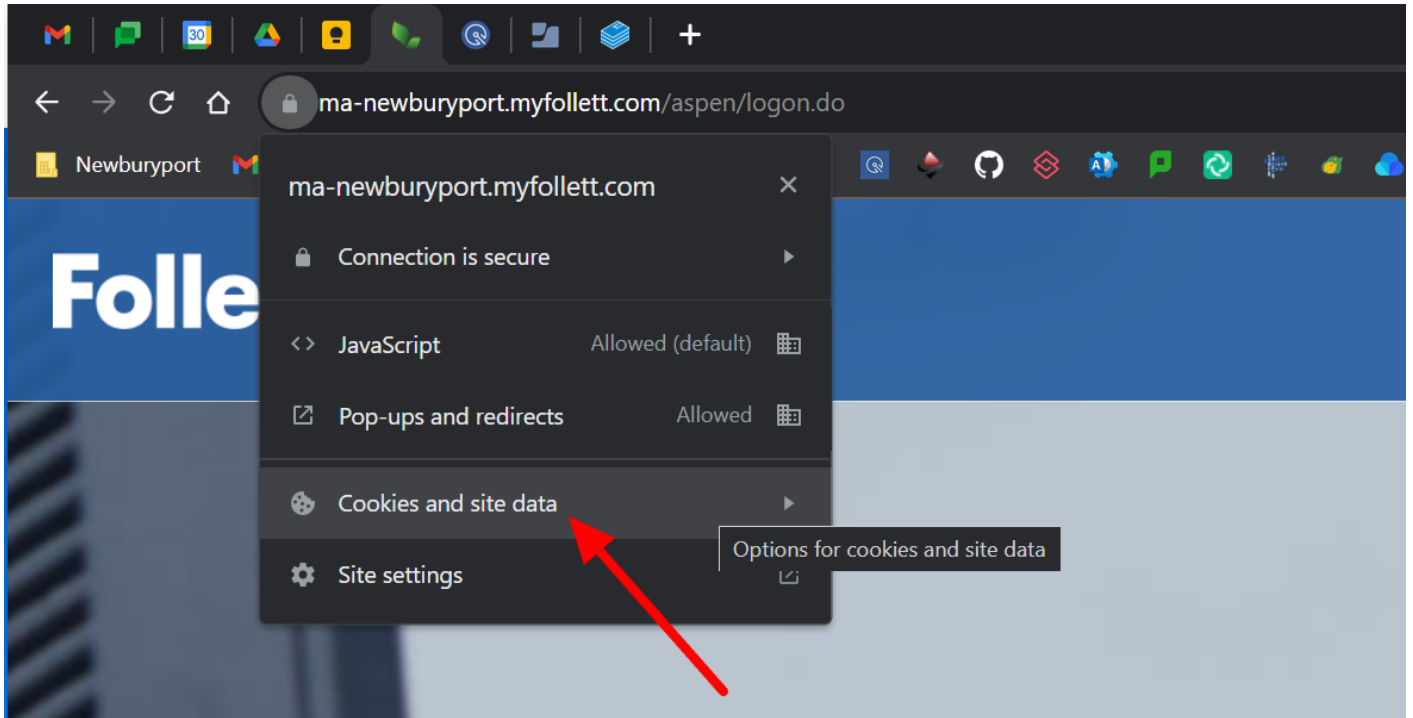
Go to the Aspen webpage for Newburyport ([ma-newburyport.myfollett.com](https://ma-newburyport.myfollett.com)).

If possible, please wait for the Aspen webpage to fully load and the error to appear before proceeding.

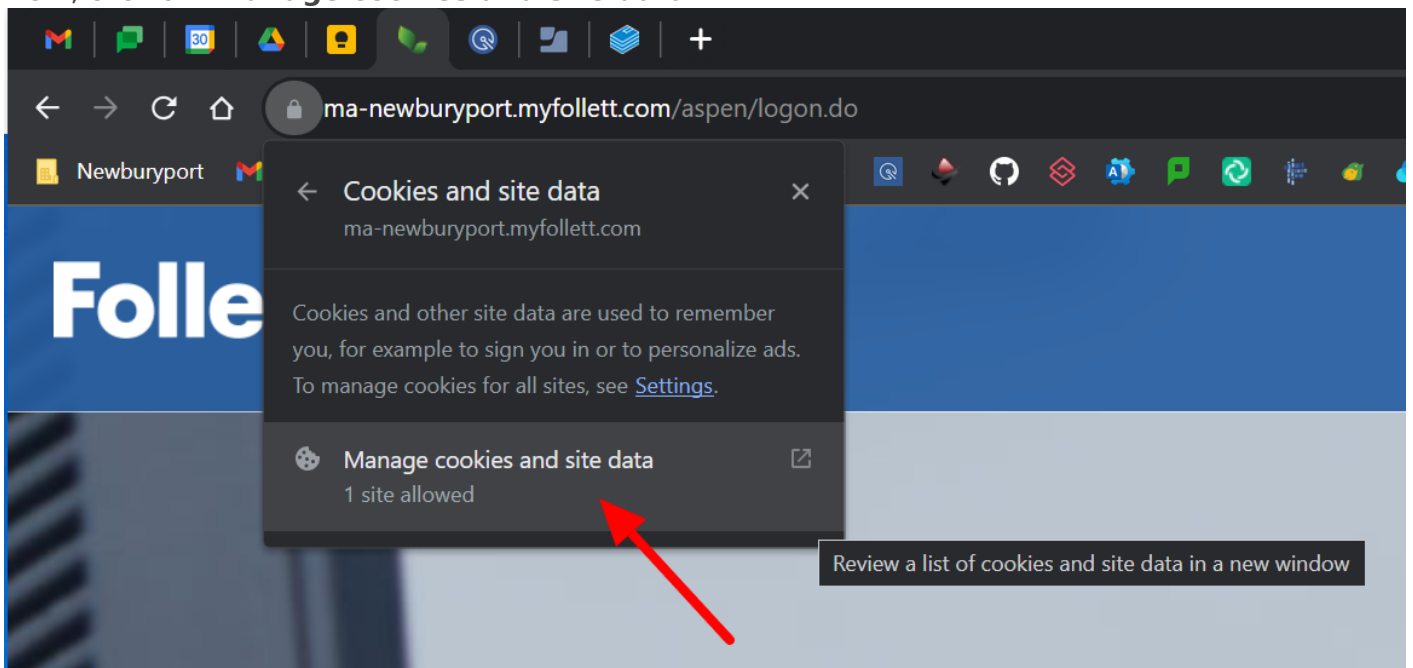
Next, click on the **icon** next to the URL in your address bar:



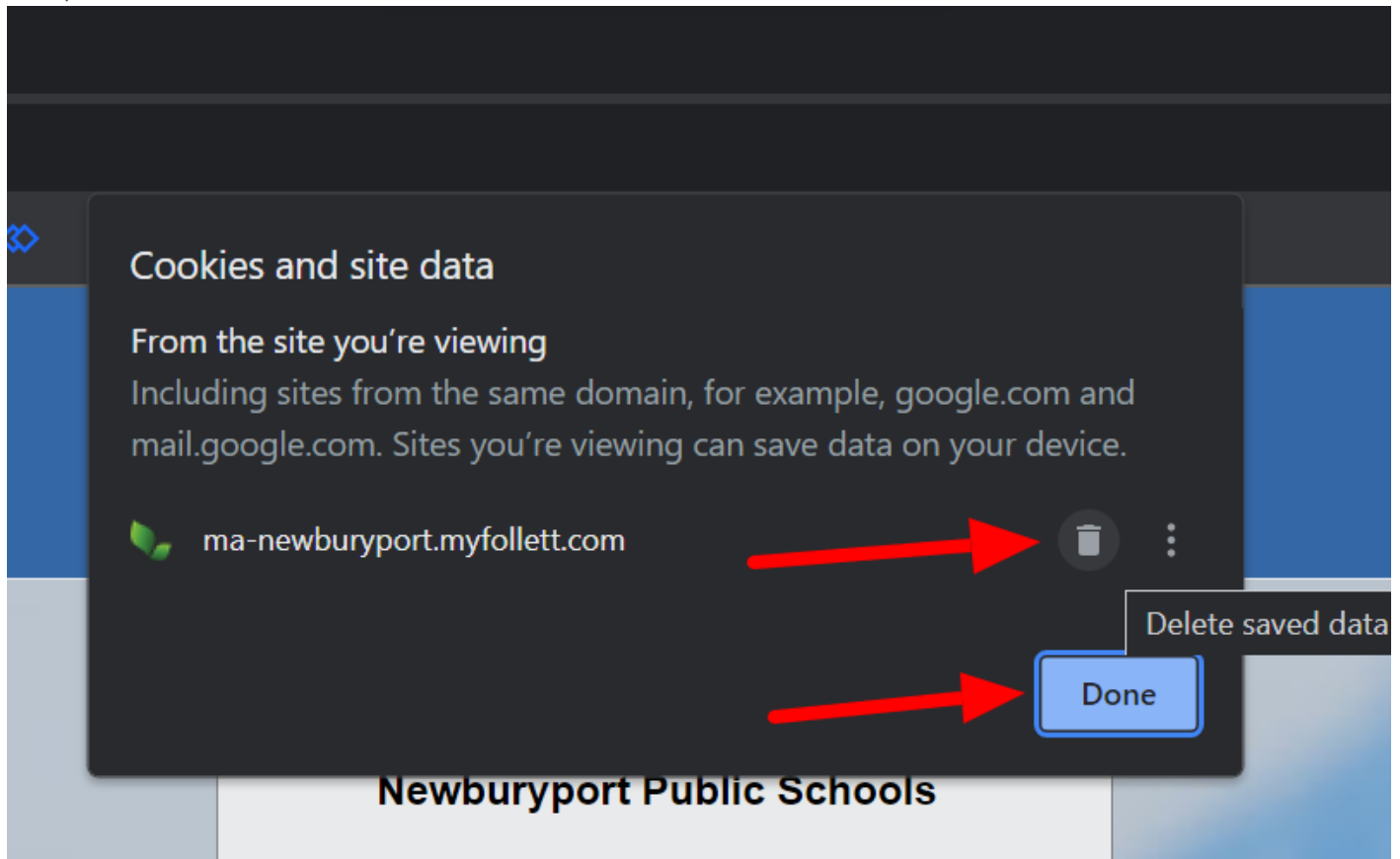
Then, click on "**Cookies and site data**":



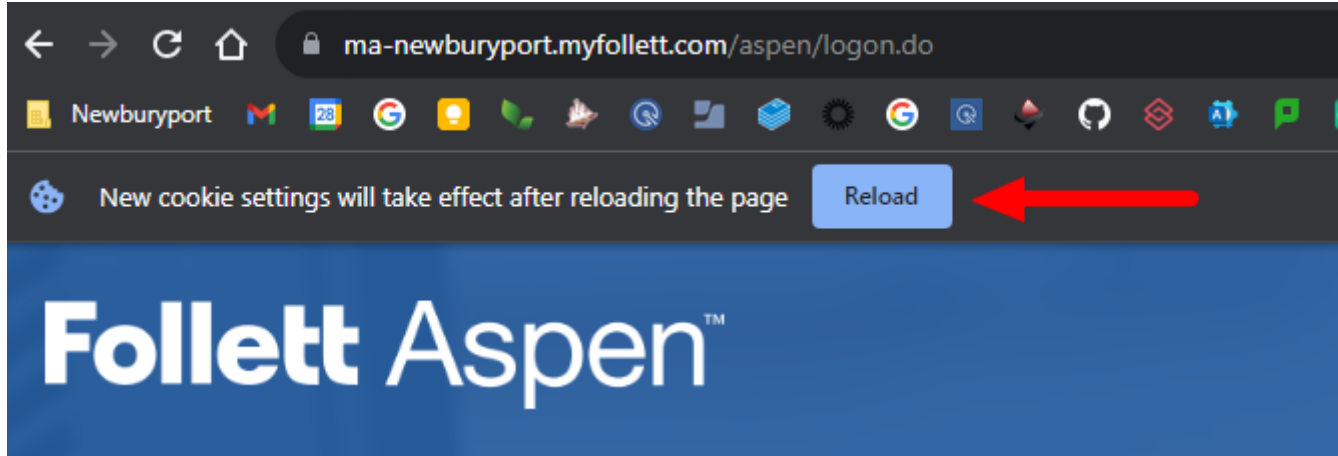
Next, click on "**Manage cookies and site data**":



First, click on the **trash can icon** next to the URL for Aspen to delete the cache and cookies. After that, click "**Done**":



Google Chrome will prompt you to reload the webpage. Click "**Reload**":



After that, the Aspen webpage will reload and you should no longer see an error.